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AUDITOR-CONTROLLER

**COUNTY OF LOS ANGELES  
DEPARTMENT OF AUDITOR-CONTROLLER**

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May 4, 2006

TO: Mayor Michael D. Antonovich  
Supervisor Gloria Molina  
Supervisor Yvonne B. Burke  
Supervisor Zev Yaroslavsky  
Supervisor Don Knabe

FROM: J. Tyler McCauley *tn*  
Auditor-Controller

SUBJECT: **GROUP HOME PROGRAM MONITORING REPORT – CLEO'S GROUP HOME**

We have completed a review of Cleo's Group Home (Group Home or Agency). The Group Home contracts with the Department of Children and Family Services (DCFS) and the Probation Department (Probation).

Cleo's Group Home is a six-bed facility which provides care for boys ages 7-13 years who exhibit behavioral, social, and emotional difficulties. At the time of the monitoring visit, Cleo's Group Home was providing services for five Los Angeles County DCFS children.

Cleo's Group Home is located in the Second District.

**Scope of Review**

The purpose of the review is to determine whether the Agency is providing the services as outlined in their Program Statement. Additionally, the review covers basic child safety and licensing issues, and includes an evaluation of the Agency's Program Statement, internal policies and procedures, child case records, a facility inspection, and interviews with children placed in the Group Home at the time of the review. Interviews with children are designed to obtain their perspectives on the program services provided by the Agency, and to ensure adherence to the Foster Youth Bill of Rights.

*"To Enrich Lives Through Effective and Caring Service"*

### **Summary of Findings**

Generally, the Agency is providing the services as outlined in their Program Statement. The Group Home needs to address the following deficient areas:

Cleo's Group Home needs to paint the exterior porches; paint the kitchen cabinets and drawers; remove the paint from the bathroom floor; replace the window coverings in bedroom two; replace the dresser and clean the floor in bedroom three; provide children with a computer; maintain a current Needs and Services Plan for each child; include the treatment team and input from the child in the development and implementation of the Needs and Services Plans; maintain comprehensive Needs and Services Plans that include short and long-term goals for each child; provide children with sufficient opportunities to participate in the selection of their clothing; provide children with the required minimum weekly allowance; and encourage and assist children in creating and maintaining life books/photo albums.

Attached is a detailed report of the review.

### **Review of Report**

We discussed our report with the Agency's management. In response to the recommendations made in the report, the Agency's management completed a corrective action plan (attached) which we approved. We thank the management and staff for their cooperation during our review.

If you have any questions, please contact me, or have your staff contact Mike Pirolo at (626) 293-1110.

JTM:MP:CC:gfw

[http://auditor.co.la.ca.us/group\\_home.asp](http://auditor.co.la.ca.us/group_home.asp)

### **Attachments**

c: David E. Janssen, Chief Administrative Officer  
David Sanders, Ph.D., Director, DCFS  
Robert B. Taylor, Chief Probation Officer  
Norlon Davis, Executive Director, Cleo's Group Home  
Public Information Office  
Audit Committee

**Cleo's Group Home  
13708 South San Pedro Street  
Los Angeles, California 90061  
Phone: (310) 329-0316  
License Number: 191800279  
Rate Classification Level: 8**

**I. Facility and Environment**

**Method of assessment – Observation**

**Comments:**

Cleo's Group Home is located in a residential community. Overall, the exterior of the Group Home is well maintained. The front and back yards are clean, and adequately landscaped. However, the porch paint is peeling.

Overall, the interior of the Group Home is well maintained. The common quarters are neat and clean. There is adequate furniture and lighting in the Group Home. The Group Home provides a home-like environment. However, the paint is peeling off the kitchen cabinets and drawers, and there are paint splatters on the bathroom floor.

Children's bedrooms are orderly, and have age-appropriate personalized decorations. There is adequate furniture, lighting, and storage space. The mattresses are comfortable. However, mattresses pads are missing from all of the children's beds. In bedroom two, the window coverings do not properly fit the windows. In bedroom three, a dresser is damaged, and there are paint splatters on the floor.

The Group Home maintains age appropriate and accessible recreational equipment. There are also board games, a TV, and a DVD player. Books and resource materials are also available. However, the Group Home does not have a computer for the children's use.

The Group Home maintains a sufficient supply of perishable and non perishable foods.

**Recommendations**

**1. Cleo's Group Home Management:**

- a. Paint the exterior porch.**
- b. Paint the kitchen cabinets and drawers.**

- c. Remove the paint from the bathroom floor.
- d. Replace the window coverings in bedroom two.
- e. Replace the dresser in bedroom three.
- f. Clean the floor in bedroom three.
- g. Provide children with access to a computer with a variety of programs.

## **II. Program Services**

**Method of assessment – Review of relevant documents and interviews**

**Sample size for interviews: Two**

### **Comments:**

Children meet the Group Home's population criteria as outlined in their Program Statement. Children are assessed for needed services within thirty days of placement.

One child's Needs and Services Plan (NSP) is current; however, the other child does not have a current NSP. The treatment team and input from the child are not included in the development and implementation of the NSPs. The NSPs are not comprehensive, and do not include short and long-term goals.

Case files reflect adequate documentation to show that children are receiving treatment services.

### **Recommendations**

#### **2. Cleo's Group Home Management:**

- a. Maintain a current NSP for each child.
- b. Include the treatment team and input from the child in the development and implementation of the NSPs.
- c. Develop comprehensive NSPs that are specific, measurable, attainable, realistic, time limited, and include short and long-term goals for all children.

### **III. Educational and Emancipation Services**

**Method of assessment – Review of relevant documents and interviews**

**Sample size for interviews: Two**

**Comments:**

Children are attending school. Children are provided with educational support and resources to meet their educational needs, and are progressing satisfactorily in school. The Group Home's program includes the development of children's daily living, self-help, and survival skills.

Children are provided with opportunities to participate in emancipation and vocational programs as appropriate.

**Recommendations**

**There are no recommendations for this section.**

### **IV. Recreation and Activities**

**Method of assessment – Review of relevant documents and interviews**

**Sample size for interviews: Two**

**Comments:**

The Group Home provides children with sufficient recreational activities, and leisure time. Children are provided with opportunities to participate in planning activities.

Children participate in extra-curricular, enrichment, and social activities in which they have an interest.

The Group Home provides transportation to and from the activities.

**Recommendations**

**There are no recommendations for this section.**

**V. Psychotropic Medication****Method of assessment – Review of relevant documents****Comments:**

Children have current court authorizations for psychotropic medication. Documentation confirms that children are routinely seen by the prescribing psychiatrist.

Children are informed about their psychotropic medication, and are aware of their right to refuse medication.

Medication distribution logs are properly maintained.

**Recommendations**

**There are no recommendations for this section.**

**VI. Personal Rights****Method of assessment –Interviews with children****Sample size for interviews: Two****Comments:**

Children are informed about the Group Home's policies and procedures. Children report that they feel safe in the Group Home, and are provided with appropriate staff supervision. Children express satisfaction with the quality of their interactions with staff, and report that staff treats them with respect and dignity.

Children report that they are assigned chores that are reasonable and not too demanding. Children are able to have private visitors, to make and receive personal telephone calls, and to send and receive unopened mail. Children are able to attend religious services of their choice.

Children report that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

Children report satisfaction with meals and snacks.

Children receive voluntary medical, dental, and psychiatric care.

**Recommendations**

There are no recommendations for this section.

**VII. Clothing and Allowance**

**Method of assessment – Review of relevant documents and interviews**

**Sample size for interviews: Two**

**Comments:**

The Group Home provides appropriate clothing, items of necessity, and the required \$50 monthly clothing allowance to children. Clothing provided to children is of good quality and of sufficient quantity. However, children are not provided with opportunities to select their own clothes.

Children spend their allowances as they choose. However, the Group Home does not provide children with the required minimum weekly allowance.

The Group Home provides children with adequate personal care items.

Children are not encouraged or assisted in creating and maintaining photo albums/life books.

**Recommendations**

**3. Cleo's Group Home Management:**

- a. Provide children with sufficient opportunities to select their own clothing.
- b. Provide children with the required minimum weekly allowance.
- c. Encourage and assist children in creating and maintaining photo albums/life books.



**CLEO'S GROUP HOME**

Location: 13708 S. San Pedro St., Los Angeles, CA 90061  
310-329-0316 Cleo's Group Home  
310-329-4246 Fax  
Norlon Davis-Director

**2/20/06**

**TO:** Candance Rhue, Group Home Audit Supervisor  
Department of Auditor-Controller, Kenneth Hahn Hall of Administration  
500 W. Temple St. room 515-A, Los Angeles, CA 90012  
213-893-7988  
213-346-9020 fax

**FROM:** Norlon Davis, Exec. Director  
310-329-4246  
310-329-4018fax

**Re. CORRECTIVE ACTION PLAN**

**FACILITY AND ENVIRONMENT:**

**Issues: Items needing repair or replaced.**

- Kitchen Area: Paint peeling on cabinets and drawers
- Back Steps & Side Porch: Paint Peeling
- No home-like dining area
- No Mattress Pads on beds
- Bathroom area: Paint splatters on the floor.
- Bedroom #3: Dresser not in good condition and paint splatters on the floor.
- Bedroom #2: Curtains don't fully cover windows
- No computer for children's use.

**The following issues have been corrected:**

- Mattress pads are now on all beds
- A new dresser has been placed in Bedroom # 3.
- New curtains have been placed in Bedroom # 2 that fully covers the window area.
- The Back porch & side porch areas were re-painted.



The following issues are scheduled to be completed by March 24, 2006.

- We currently have a computer provided by LAUSD for educational & tutoring needs for residents use only. Currently, there is software that assists the clients with their educational and tutoring needs. An additional request to provide us with software that is academically appropriate for our residents use has been made to LAUSD.
- The Dining/activity area is scheduled to be re-painted and updated with suggested input from our residents to create a more home-like dining area. These changes will be completed by March 24<sup>th</sup>, 2006.
- Paint splatters on bathroom floor & Bedroom #3 will be cleared by March 24<sup>th</sup>, 2006
- Kitchen area cabinets and drawers are scheduled to be re-painted and completed by March 24<sup>th</sup>, 2006.

**Who/How corrections will be monitored and prevented:**

**Response:** Cleo's Group Home's goal is to work towards maintaining a clean, safe facility, and home-like environment. The Group home administrator, Norlon Davis, and Facility Manager, Janet Nicholson will conduct weekly inspections to determine if repairs are needed and to repair them in a timely manner. A maintenance log will be developed to assist staff in communication of items needing repair.

**PROGRAM SERVICES:**

**Issue:** No Needs & Service Plan for one resident. Needs & Service Plan should reflect short and long term goals.

**a. Response:**

Case Conference has been held with the Group Home Social Worker to ensure short and long term goals are developed and included within the Needs and Service Plan. Additionally, the group home social worker will ensure that the Needs and Service Plans are thorough and comprehensive to address the client's overall needs. Lastly, a NSP dated 12-30-05 is currently in the file.

**b. Who/How corrections will be monitored and prevented:**

After completion by the group home Social Worker, the Facility Manager, Janet Nicholson will be responsible for maintaining compliance and collecting CSW's signatures. Client files will be monitored quarterly, and upon intake of a new client for compliance.

**CLOTHING AND ALLOWANCE:**

**Issue:**

- Children not always involved in the selection of their clothing.
- Children not always receiving monetary allowance
- No life book/photo album

**a. Response:**

- **Clothing Issue:** Cleo's Group Home Facility Manager and Staff have made efforts in getting our residents involved selecting their clothes like having them choose color preferences and honoring clothing request when made. Because our residents have special needs, having them select their own clothing is a challenge.
- **Allowance Issue:** Cleo's Group Home administrative staff has made an effort to keep up with issuing a weekly monetary allowance to each resident. Due to their Developmental Delay, their concept of money and its value is limited. Holding their own monetary allowance is not suggested. The group home has instituted a Wallet & Envelope System. On a weekly basis, Clients will be presented with their wallets and given their allowances for them to place in their wallets. The wallets are then placed in envelopes with their names on it for safekeeping. The wallets & envelopes are kept in a lock-box and are available for review at any time.
- **Life Book/Photo Album Issue:** Although Cleo's Group Home provides photo albums for each resident and displays photos from activity/outings, artistic creations and educational accolades of our residents our efforts to plan regular activities to help them add these things to their life book/photo albums has been somewhat inconsistent.

**b. Who/How corrections will be monitored and prevented**

Cleo's Group Home Facility manager and administrative staff will schedule regular weekly and monthly activities to support residents in becoming more involved in selecting their clothes, learning how to handle their own monetary allowance and updating their life book/photo albums.

- Our plan to meet the clothing issue is to schedule more trips with our residents in smaller groups as a monthly activity when purchasing their clothes.
- To help our residents learn to handle their weekly allowance each resident now has a money wallet. Each Friday/Saturday the residents receives their money in hand, count their own money and add it to their money wallet for their use. Their wallets are held by the facility manager in envelopes for safe keeping and can be reviewed by residents at all times. On outings, their wallets are taken with them for personal use.
- Our plan to meet the Life Book/photo Album issue is to schedule weekly/monthly activities for the residents to add items to their books as they choose.



Norlon Davis  
Exec. Director